Troubleshooting tips for live video streaming with Rivus TV:

1. To watch the live stream you need to make sure you have a high-speed internet connection. We suggest a download speed of at least 1 MB per second. You can test the average speed of your connection at www.speedtest.net

2. Once the live streaming commences the portal interface in our secure webpage for the event will allow you to expand the small 300x500mm player screen to full screen. This will not be available to do until the live stream commences.

3. You will also need to make sure that you don't have any firewalls running on your internet system, to enable 'flash materials' to pass through during the course of the presentation

4. You may experience screen freezes during the course of the live-stream – this isn't uncommon. To correct this issue all you need to do is refresh your internet interface using the refresh button on the toolbar at the top of your browser. If this fails to resume the active live-stream, you should then close down your browser and login again to resume the presentation.

PLEASE NOTE: If the screen appears constantly jittery during the course of the presentation this is likely to be because of the speed of your internet connection.